Class Title: Lead Computer Operator   **Class Code: 20381**

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A. Purpose:

Oversees computer center personnel, monitors the computer system, and schedules production jobs and activities through the computer system to ensure efficient computer center operations.

B. Distinguishing Feature:

The <u>Lead Computer Operator</u> serves as a lead worker over an assigned shift and is responsible for overseeing personnel who operate and monitor the master consoles, tape drives, printers, and peripheral equipment; and developing and implementing production control operations. The <u>Computer Operator</u> monitors master computer consoles, responds to console messages, and loads and aligns appropriate forms in printers; or production control by processing and submitting scheduled and requested computer jobs into the mainframe computer.

C. Functions:
(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Oversees subordinate staff to ensure the objectives of the work unit are met.
    a. Schedules personnel and assigns duty stations.
    b. Provides training and work direction.
    c. Approves leave.
    d. Addresses staff problems and recommends disciplinary actions.
    e. Provides input for performance appraisals.

2. Manages and monitors the operations of a computer center and peripheral equipment to ensure daily operations run smoothly and efficiently.
    a. Recommends and implements methods to improve computer room and production control procedures.
    b. Contacts service representatives to order parts or request services.
    c. Monitors computer room environment, contacting appropriate personnel as needed.
    d. Maintains a daily log of system down times and problems encountered.
    e. Compiles monthly statistics.
    f. Maintains an inventory of forms, parts, and equipment used and stored in the computer center.
    g. Maintains liaison between the computer center and programming staff.
    h. Maintains the security of all materials stored in the computer center.
    i. Assists clients with job processing requirements.
    j. Responds to problem calls.

3. Maintains and operates the computer master consoles and associated equipment to ensure efficient job flow.
    a. Releases jobs.
    b. Opens and closes files and disables and enables transactions before executing jobs.
    c. Responds to master console messages.
    d. Mounts and aligns forms on printers.
    e. Tests and adds new forms to printers.
    f. Mounts and files tapes.

4. Schedules the flow of data processing jobs and activities to ensure an efficient use of the system.
    a. Records, verifies, and corrects errors on batch jobs.
    b. Removes or uncatalogues data sets from system libraries.
    c. Informs clients of schedule changes.

5. Performs other work as assigned and performs after hours help desk functions.

D. Reporting Relationships:

Incumbent provides work direction to Computer Operators who are responsible for processing production jobs and monitoring the master consoles.

E. Challenges and Problems:

Challenged to ensure production schedules are run and output is processed within assigned time frames. This involves ensuring computer room operations are functioning properly with sufficient staff, keeping current on operating procedure changes in a rapidly changing environment, and an understanding of the technical aspects of a computer system and the needs of the client environment.

Problems include correcting errors and rescheduling jobs, recovering jobs or data when the system goes down, and scheduling conflicts.

F. Decision-making Authority:

Decisions include scheduling equipment maintenance and staff; scheduling and prioritizing printing time, deleting jobs from the system, determining the most efficient way to submit jobs, and ordering forms and parts.

Decisions referred include new equipment purchases, system programming problems, computer center policies, and major decisions that affect system down time.

G. Contact with Others:

Frequent contact with programming staff and clients to discuss job scheduling or job abends, and production control staff to submit or change jobs.

H. Working Conditions:

Incumbent works in a large computer center that involves exposure to noise and chemicals; lifting heavy boxes of paper and forms; and prolonged periods of standing and viewing data over a CRT for extended periods of time.

I. Knowledge, Skills, and Abilities:

Knowledge of:
- command languages for multiple processing platform system softwares, and
- printers and tape drive functions.

Ability to:

- communicate effectively;
- interpret technical manuals and complex procedures to complete daily responsibilities;
- accurately interpret computer issued error messages and take appropriate actions;
- direct the work of others.